

Deliverable for the Period July 2002
107.1.2c Facilities Management Support Monthly Status Report

Based on the start-up experience in Union Center Plaza during the month of July 2002, the following issues have been addressed:

Item	Comments
Lease Management	<ul style="list-style-type: none">• Raised issue with QWG, GSA and Lessor concerning inadequate vehicle access to loading dock during construction of UCP5.• Held further discussions with GSA, Office of Management, Facilities Services (OM FS) and Lessor in an attempt to resolve issues related to current and future vehicle access issues. Currently GSA is working on obtaining a document for review from the lessor that addresses this area of concern.
Facilities Management Policies	<ul style="list-style-type: none">• Developed white paper concerning FSA vs. QWG responsibilities for various facilities management activities.• Suggested changes to the Department of Education's proposed Space Management Policy Directive.
Mail Management	<ul style="list-style-type: none">• Clarified policy concerning Mailroom role in receipt and dispatch of FedEx and other delivery services' packages.• Suggested changes to the proposed Department of Education's Mail Management Directive.
Building Operations	<ul style="list-style-type: none">• Researched, prepared and submitted concept plans for the following reconfiguration projects:<ul style="list-style-type: none">○ Career Zone build out on the 7th floor.○ Conversion of 8111 into a conference room and file storage room.○ VTC facilities modifications for six conference rooms.○ Conversion of two offices into a single office for Victoria Edwards.

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	<ul style="list-style-type: none"> ○ Reconfigured Analysis workspaces and worked with staff to modify original concept plan. ○ Creation of workspace for CIO Help Desk staff on the 9th floor. ○ Remote indicators for 9th floor network control room. • Developed and submitted a revised Concept Plan/Scope of Work for the ground floor Training Center as Schools and FSA University staffs refined their requirements. Took actions that expedited the start up time for the Base Electric part of the project. • Prepared a scope of work for the A/V project for the COO 11th Floor Conference Room. That scope was forwarded for processing to the OM FS on 7/30/02. This project will provide state-of-the-art A/V capabilities to enhance presentations at this major FSA conference center. • Recommended that the Help Desk, which was scheduled for a move to the 9th Floor of UCP3 stay in place. Negotiations with the parties involved were successful and the decision was made not to move them. This suggestion saved an estimated \$46,000. • Prepared and submitted a scope of work for establishing a new 800 square foot training/conference facility on the 9th Floor, UCP3. That project was submitted to OM FS on 7/30/02 for processing. • Worked with contractor to identify lighting systems that can be employed in workstations without sufficient candlepower. A desk light has been identified for this purpose and is on order. If effective, it will be used for several workstations that have this problem. The only other alternative is to extend the overhead fixtures at a much higher cost. • Arranged for changes to 19 workstations on an emergency basis to accommodate two

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	<p>contractors per unit.</p> <ul style="list-style-type: none"> • Provided estimated costs and advice regarding a request to convert Workstation 92G5 to an office with corporate walls. As of 8/6/02 a request for this work has not been submitted. • Requested that the Department of Education provide offsite storage for FSA. Currently, it is non-existent and has greatly hampered our ability to handle and store larger shipments. According to ED, that space should be available for FSA sometime in October 2002. • Expedited the equipping of 102F4 to accommodate a handicapped employee. • Worked with contractor to replace missing systems furniture components throughout the building. • Assisted FSA CIO research the equipping of the 11th floor executive conference room with audiovisual equipment. • Worked with QWG and Lessor to finalize the Recycling Program. Program was formally announced July 16, 2002. • Oversaw installation of the Lobby Monitor, electrical service and control cable conduit. Worked with Help Desk Employees and FSA staff to arrange for installation of cable TV for the Lobby Monitor. Expect installation to be completed by mid-August 2002. • Worked with QWG representative and GSA to resolve continuing cleaning/janitorial issues. Suggested a change in the daytime cleaning schedule to improve the cleanliness of restrooms. • Worked with ED CIO, OM FS and GSA to resolve problems with UPS system for our NCC computer center on the 9th Floor, UCP3. ED CIO has identified the problems that were identified during the power outage on 7/4/02. Experts at GSA are now reviewing the current configuration to determine what went wrong and why.

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	<ul style="list-style-type: none"> • Worked with Building Management, GSA and OM FS to find out the source of the sewerage smell at UCP3. Recommended that GSA conduct an air sampling to determine if there is anything harmful in the environment. Their experts indicated that there would be no benefit in conducting such a test. GSA and OM FS are working with the Lessor to find a solution. As of 8/5/02, the smell is not as bad but it has not been completely eliminated. • Obtained revised pricing information for estimating systems furniture costs. • Assisted in the resolution of the issue concerning initial issuance of keys to FSA spaces by the Lessor. • Developed plan and prepared/submitted procurement request for flip charts and other conference room supplies. • Managed the e-Scheduling program, resolved issues with schedule conflicts, provided one-on-one and group training on e-Scheduling operations, served as the FSA resource person for e-Scheduling and acted as a one-man "e-Scheduling Help Desk". • Transitioned management of the meeting room e-Scheduling process to a FSA employee. • Assisted with the coordination and execution of the audible fire alarm demonstration and actual building evacuation drill conducted by GSA and the Lessor.
Reproduction Facilities	<ul style="list-style-type: none"> • Researched and developed supply lists and submitted procurement request for toner and other supplies for the color copier. • Resolved a number of operational issues with the QWG Copy Center COTR concerning the copy center and its ability to meet FSA priority requests for copies. • Arranged for repairs to Color Copier and established a new and more workable

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	<p data-bbox="618 264 906 296">maintenance process.</p> <ul data-bbox="573 327 1224 495" style="list-style-type: none"> <li data-bbox="573 327 1224 394">• Provided information to the purchasing unit for cost of extending maintenance for color copier. <li data-bbox="573 426 1224 495">• Provided budget formulation data on FY 2003 cost of color copier maintenance and supplies.
Health Care	<ul data-bbox="573 531 760 562" style="list-style-type: none"> <li data-bbox="573 531 760 562">• None new.
Personal Property Management	<ul data-bbox="573 598 1263 898" style="list-style-type: none"> <li data-bbox="573 598 1263 898">• Recommended that FSA copiers in UCP3 need to be inventoried and each should have a key operator designated to help reduce downtime and improve overall productivity. That inventory was recently completed. We will be using the information from it to update property records and to produce placards that will be placed on each machine identifying who is responsible for supplies and service calls.
Miscellaneous Facilities Management Processes	<ul data-bbox="573 936 1263 1902" style="list-style-type: none"> <li data-bbox="573 936 1263 1066">• Setup and coordinated workspace, telephones, network connections, and workspace modifications for a number of outside audit teams assigned to CFO projects. <li data-bbox="573 1098 1263 1165">• Refined Training Center budget and presentation to ease understandability. <li data-bbox="573 1197 1263 1327">• Worked with FSA Managers to establish priorities for facilities reconfiguration requirements. Provided revised cost estimates to budget personnel. <li data-bbox="573 1434 1263 1633">• Suggested that our contact at OM FS, Chip Lacey, set up a meeting with the cleaning contractor for UCP3 to correct the deficiencies in cleaning of the restrooms, cove base and vinyl floors. Expect that meeting to occur in the near future. <li data-bbox="573 1665 1263 1795">• Produced a folder containing status of projects, who to call for what, access to electronic files and hard copy files, etc. This will serve as a resource for the next FSA Facilities Manager. <li data-bbox="573 1827 1263 1902">• Performed a study of the Help Desk to see what could be done to expedite response to building

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	<p>service requests. Made the following recommendations: 1) Issue updated procedures for the Help Desk describing all the steps taken to satisfy service requests and a process that will help keep Help Desk employees updated on status; 2) Improve communications between the Service Provider, Help Desk Staff and the Management of OM FS by holding regular meetings to discuss problems, etc.</p> <ul style="list-style-type: none"> • Met with Acting COO on 7/22 to discuss revisions to the FSA Facilities Budget and to seek her concurrence for proceeding with new project. All recommendations were approved. • Established a weekly email project follow up system with QWG. • Held meeting with FSA staff regarding the following projects: <ul style="list-style-type: none"> ○ Executive Lighting ○ Training Center ○ 11th Floor Executive Conference Room ○ Cable TV Installation ○ 81I1 Conference Room ○ 81K1 & 81K2 Consolidation ○ COO A/V Project, 11th Floor Conference Room ○ Analysis Project, convert workstations to conference room and provide storage for library ○ Career Zone Move ○ DRCC – establish 15 workstations for contractors ○ Door Swings Wrong Way, 114F1 ○ 5-VTC Conference Rooms

Item	Comments
	<ul style="list-style-type: none"><li data-bbox="672 275 1162 310">○ Install Cable TV for Lobby Monitor<li data-bbox="672 342 1219 378">○ Find Office for Handicapped Employee<li data-bbox="672 409 967 445">○ Move of Help Desk<li data-bbox="672 476 1016 512">○ Offsite Alarms for NCC<li data-bbox="672 543 1036 579">○ Power Outage on 7/4/02<li data-bbox="672 611 967 646">○ Recycling Program